

Developing Needs-Based Services Using the Cognitive Information Processing (CIP) Approach

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Nature of the Problem

- Increasing numbers of adults with varying needs are seeking services
- Information, advice, and guidance services are not receiving the increased funding necessary to meet increased demand
- Careers advisers and information staff need to explore a variety of models for designing services to cost-effectively meet the needs of adults

A Better Approach

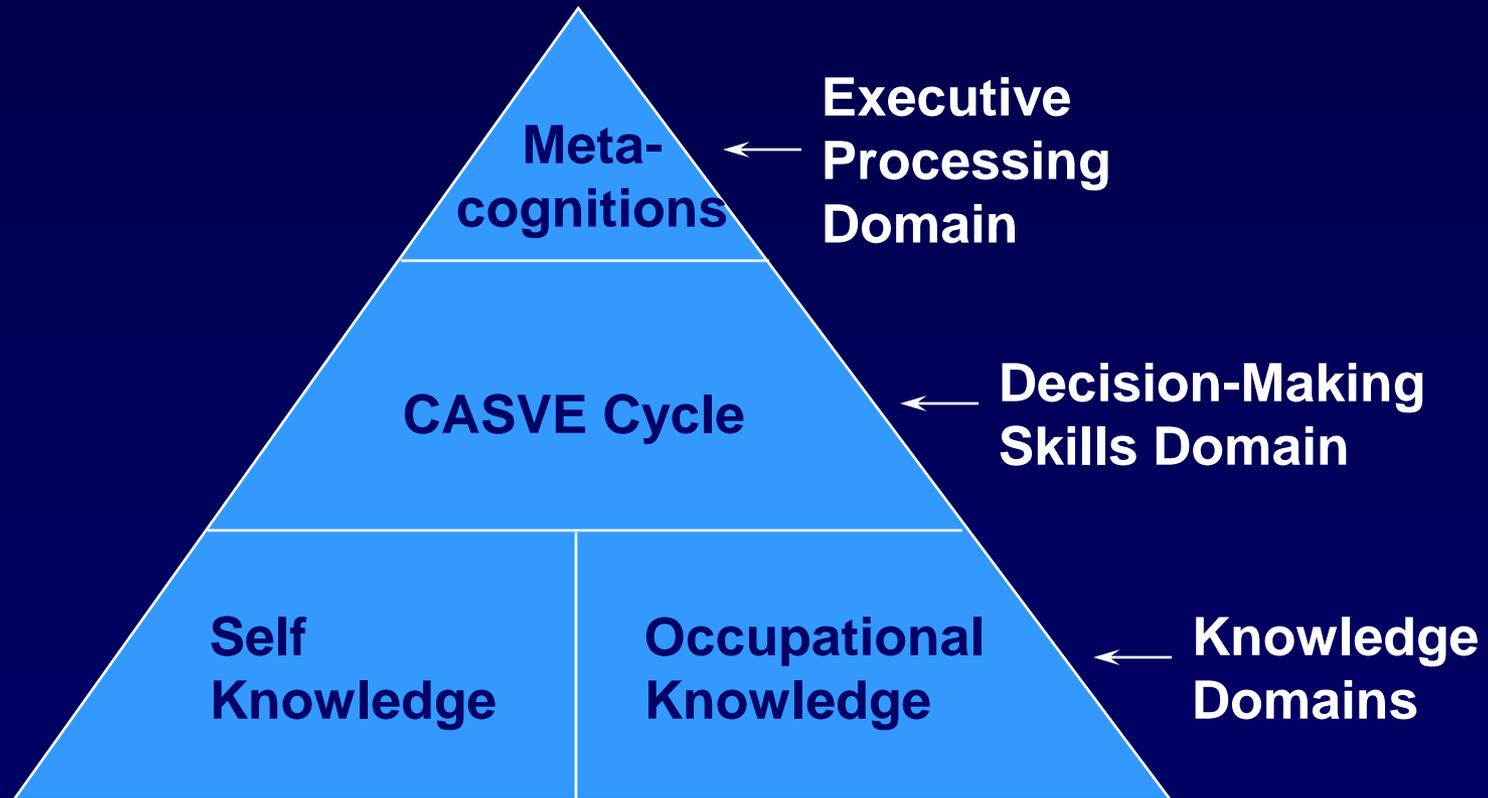
Limiting staff time in delivering individual case-managed services to adults leaves more staff time for

- brief services that serve more adults, or
- longer services for adults with extensive needs

Translating Theory to Practice

- Pyramid concept - what is involved in career choice (**Content**) (**Knowing**)
- CASVE cycle - how to make career choices (**Process**) (**Doing**)

Pyramid of Information Processing Domains



Pyramid of Information Processing Domains



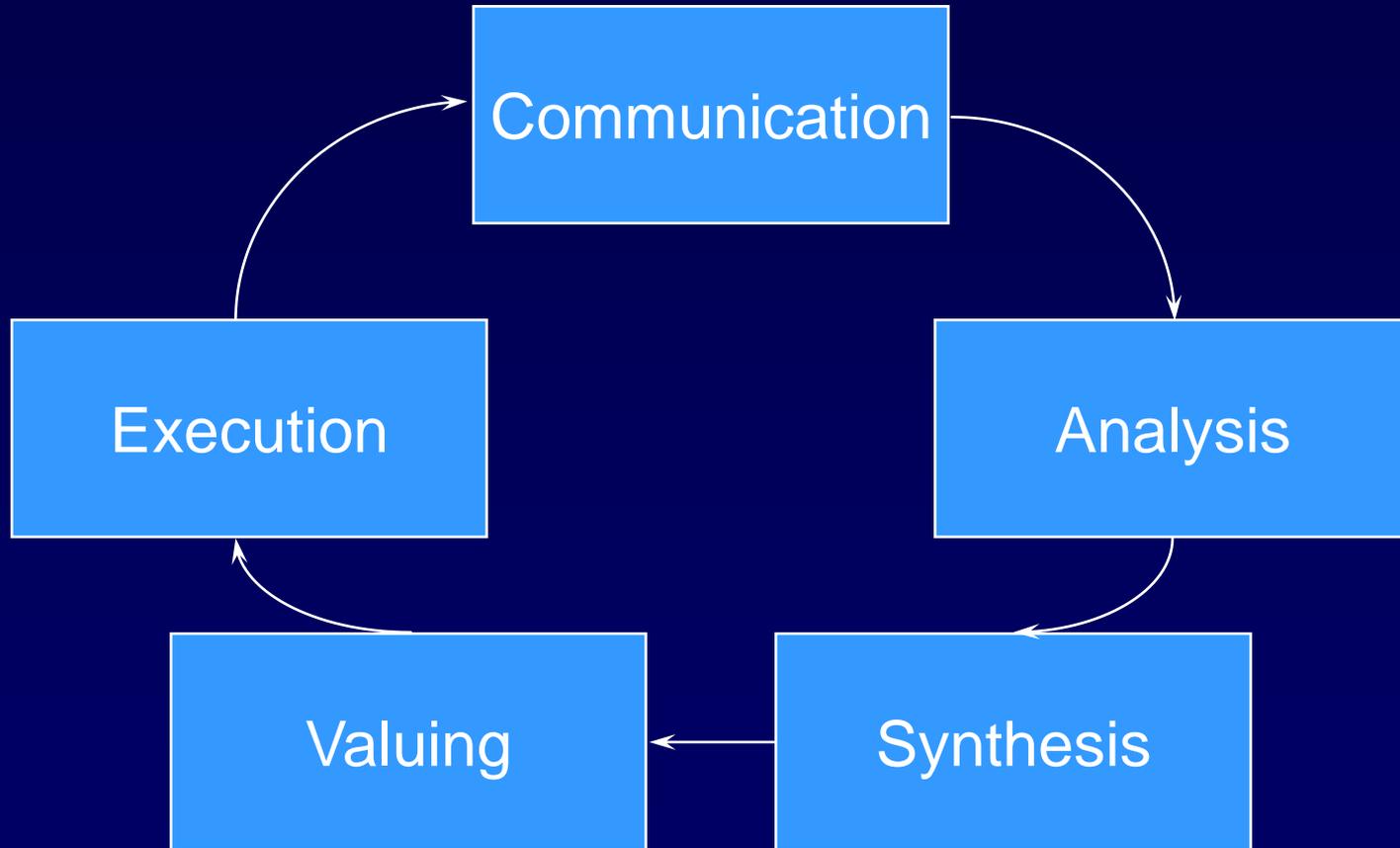
Client Version

Pyramid of Information Processing Domains

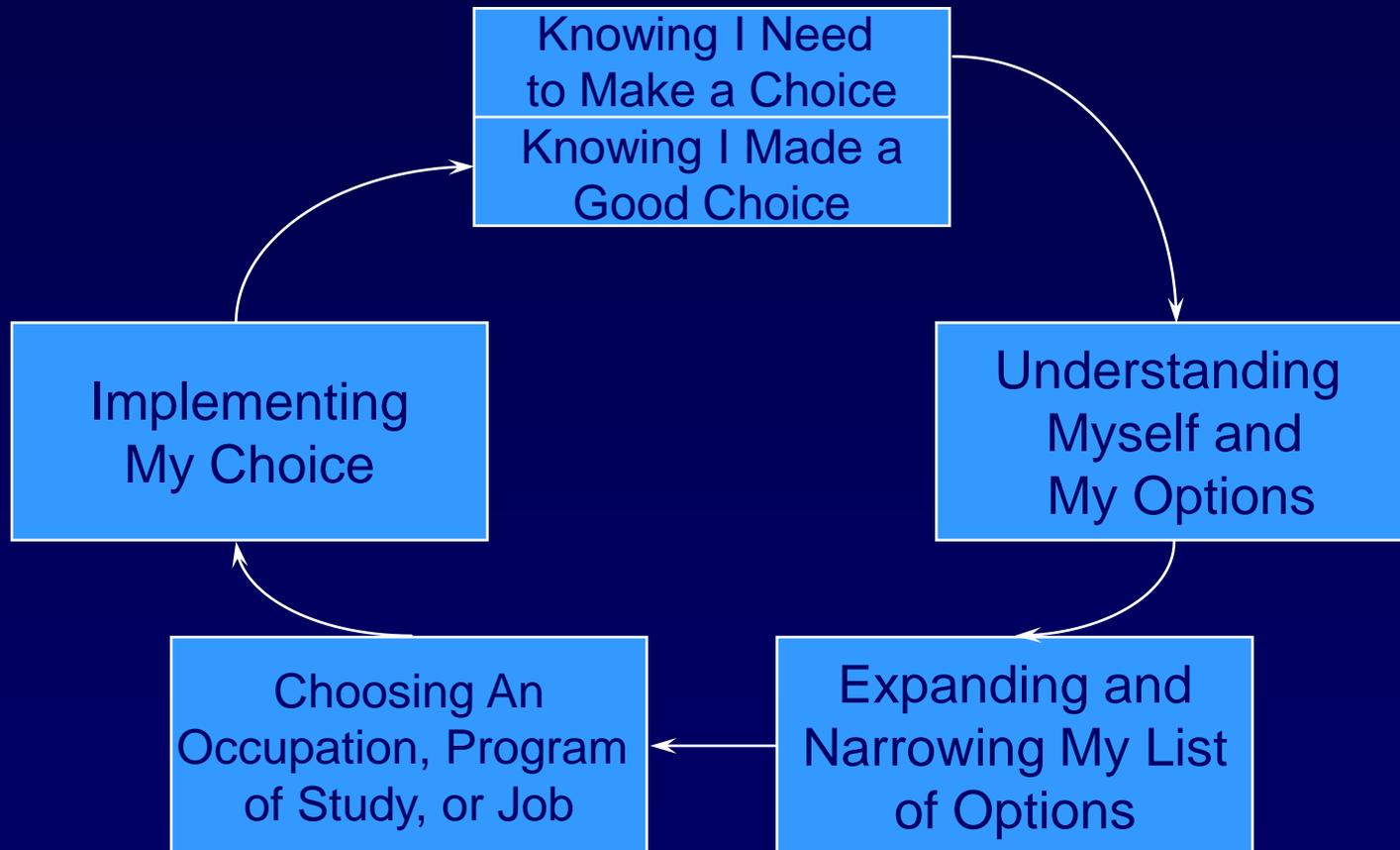
- The nature of
 - self-knowledge
 - options knowledge
 - decision-making skills, and
 - self-talk

can make career problem solving easier or more difficult for adults

CASVE Cycle



CASVE Cycle - Client Version



The CASVE Cycle

- Some adults are more ready to complete the CASVE Cycle than others

Readiness

The **capability** of an adult to make appropriate career choices taking into account the **complexity** of family, social, economic, and organizational factors that influence career development

Capability – **Internal** to the adult

Complexity – **External** to the adult

Readiness Model

Capability

(low)



(high)

Capability

Cognitive and affective capacity of the adult to engage in effective career choice behaviors

How our career choices are influenced by the way we think and feel

Capability

- **Honest** exploration of values, interests, and skills
- **Motivated** to learn about options
- Able to **think clearly** about career problems
- **Confident** of their decision-making ability
- Willing to **assume responsibility** for problem solving
- Aware of **how** thoughts and feelings influence behavior
- Able to **monitor and regulate** problem solving

Readiness Model

Complexity (high)



(low)

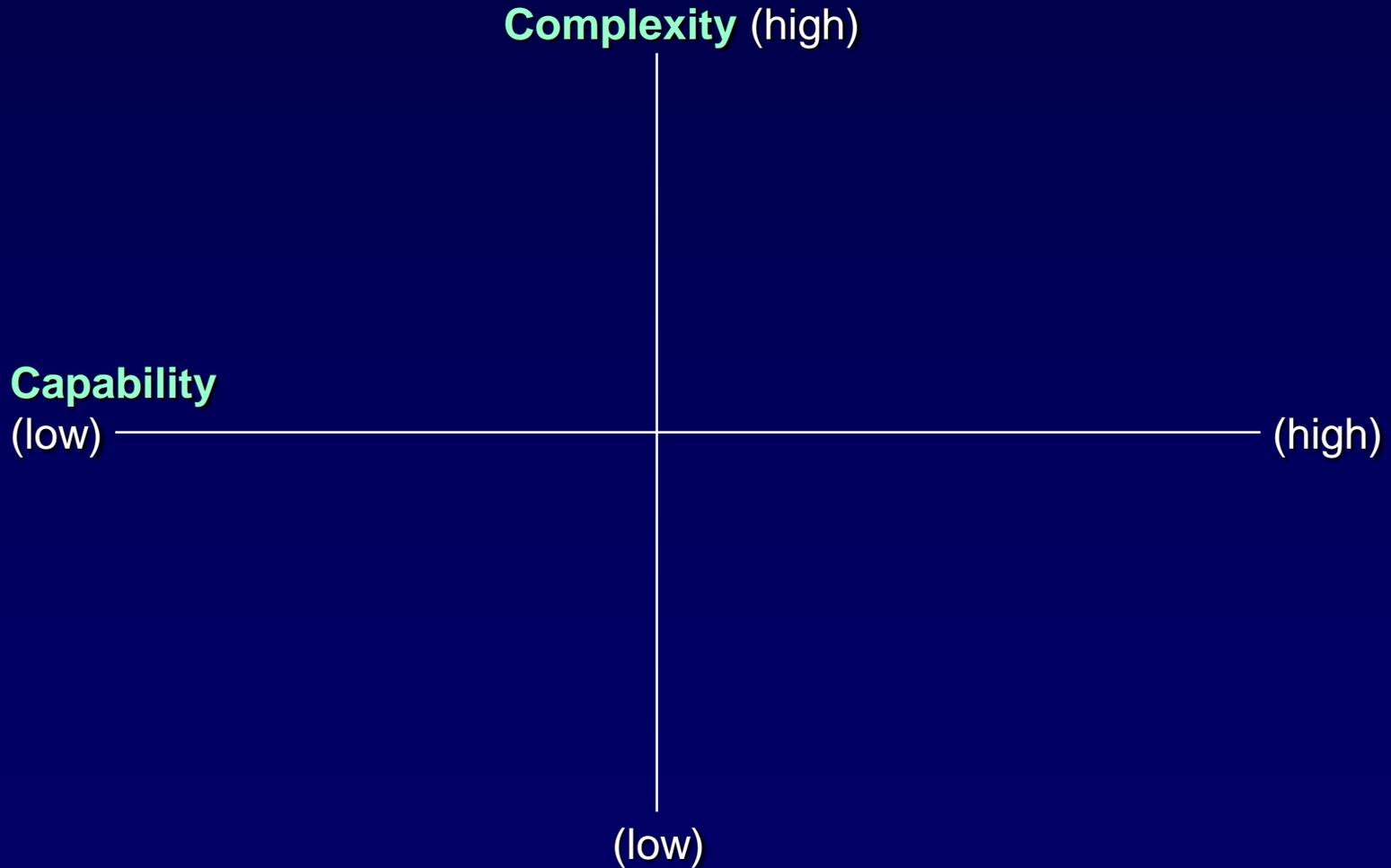
Complexity

- Contextual factors, originating in the family, society, employing organizations, or the economy, that make it more difficult (or less difficult) for adults to solve career problems and make career decisions
- How the **world around us** influences our ability to make career choices

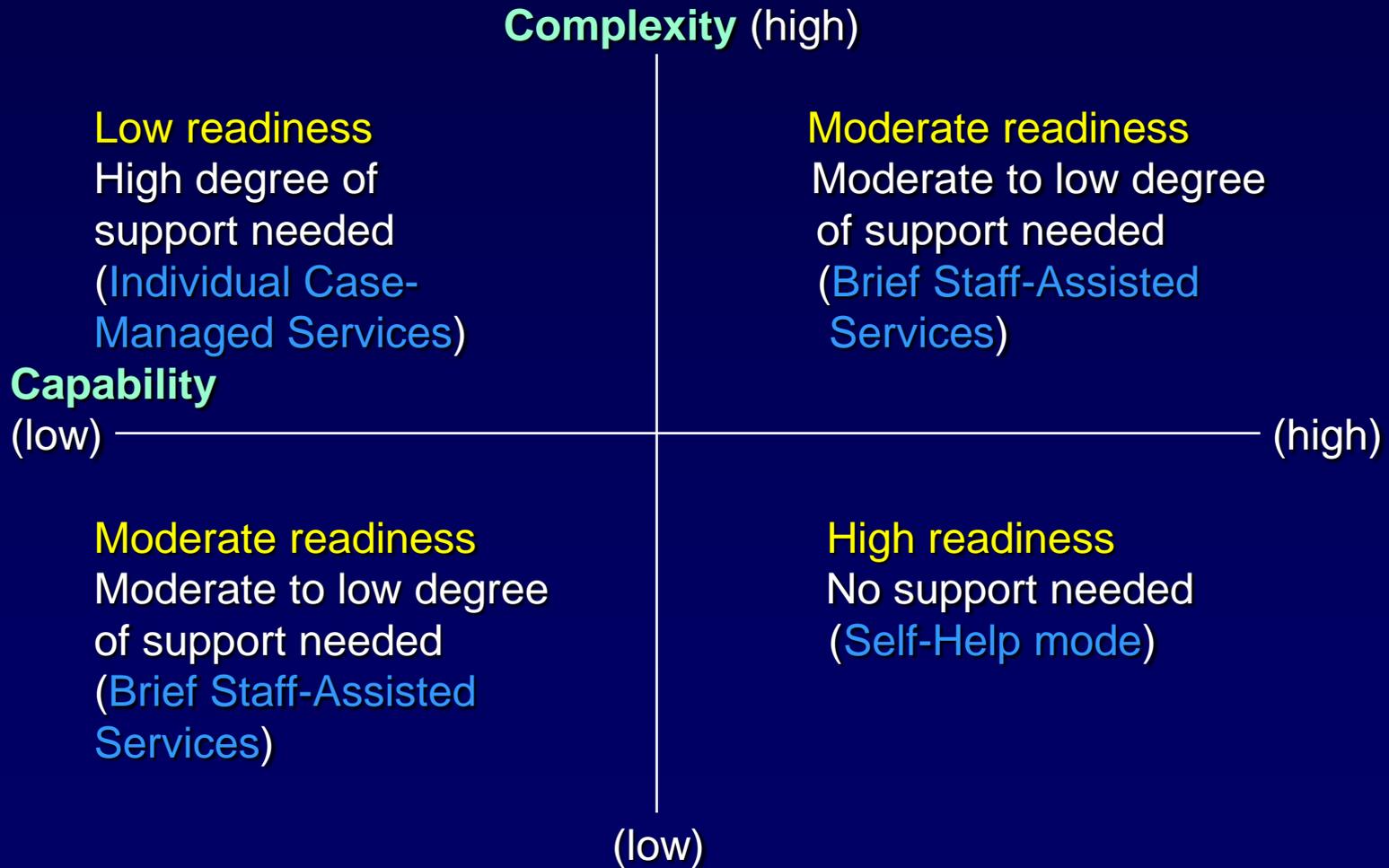
Complexity

- **Family** factors
 - Support, deferral, role overload, dysfunction
- **Social** factors
 - Social support, stereotyping, discrimination
- **Economic** factors
 - General (rate of change), personal (poverty)
- **Organizational** factors
 - Size, organizational culture, stability

Readiness Model



Readiness Model



Screening & Selecting Options

Figure 1

Individual Choice

Screening & Selecting Options

Figure 1

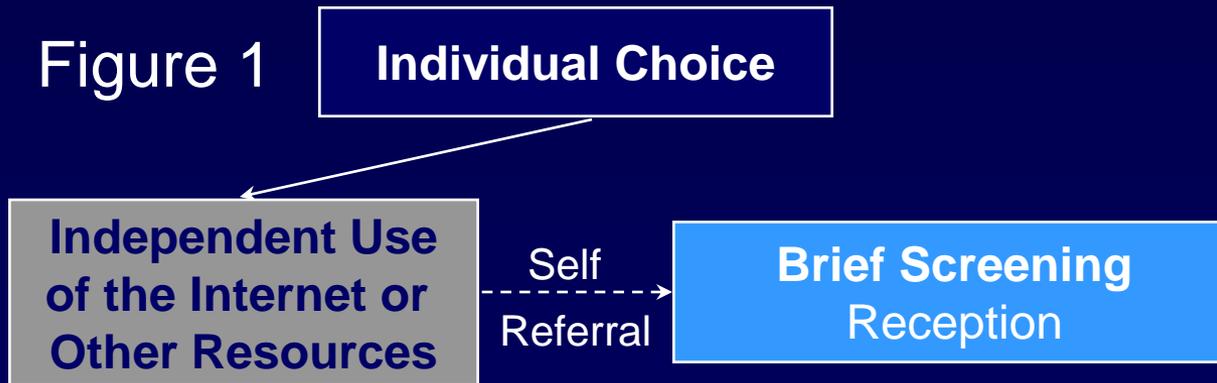
Individual Choice

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graph TD; A[Individual Choice] --> B[Independent Use of the Internet or Other Resources];
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**Independent Use
of the Internet or
Other Resources**

Screening & Selecting Options

Figure 1



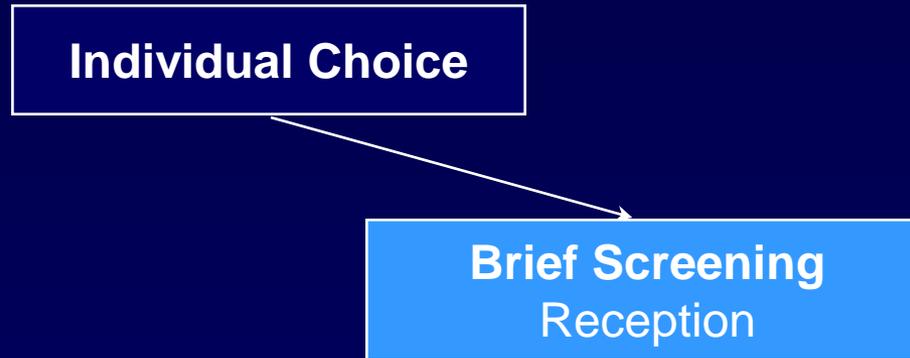
Screening & Selecting Options

Figure 1

Individual Choice

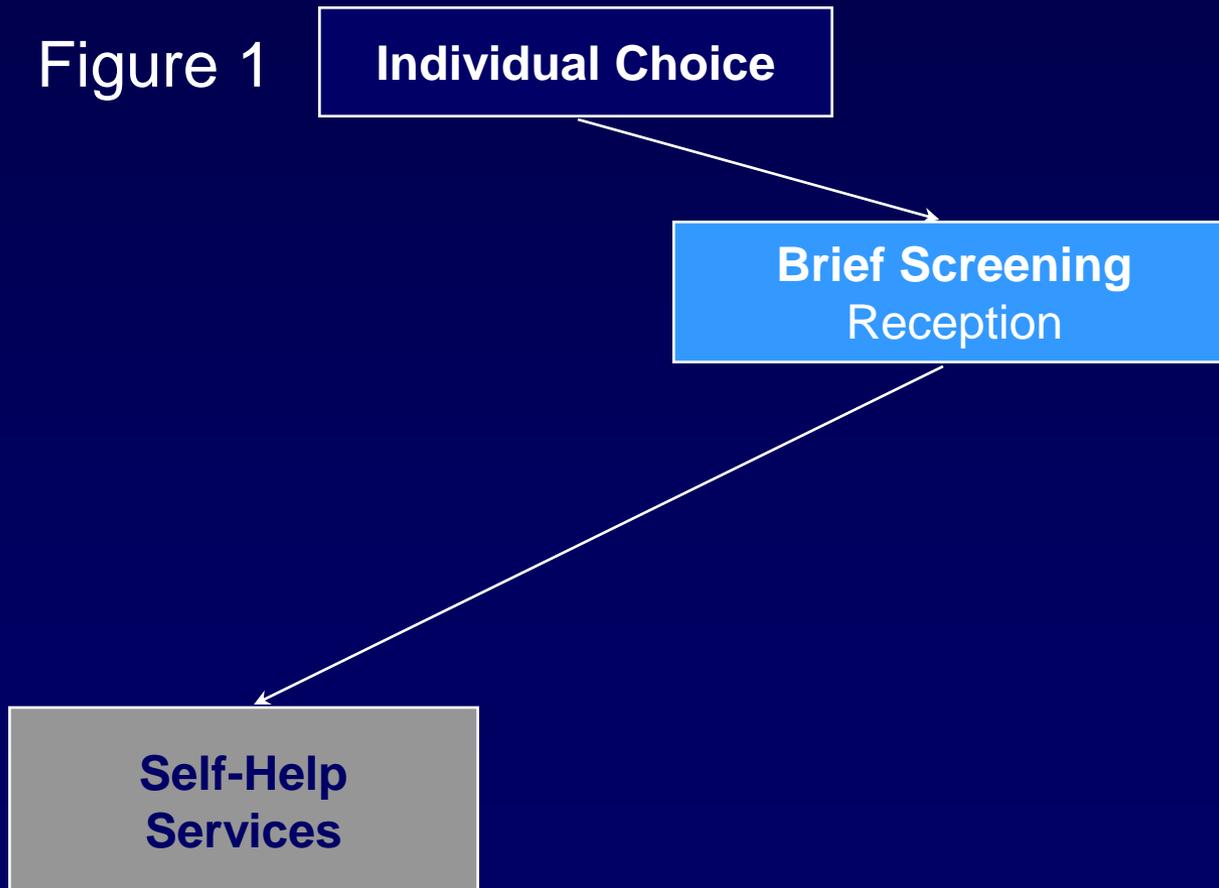
Screening & Selecting Options

Figure 1



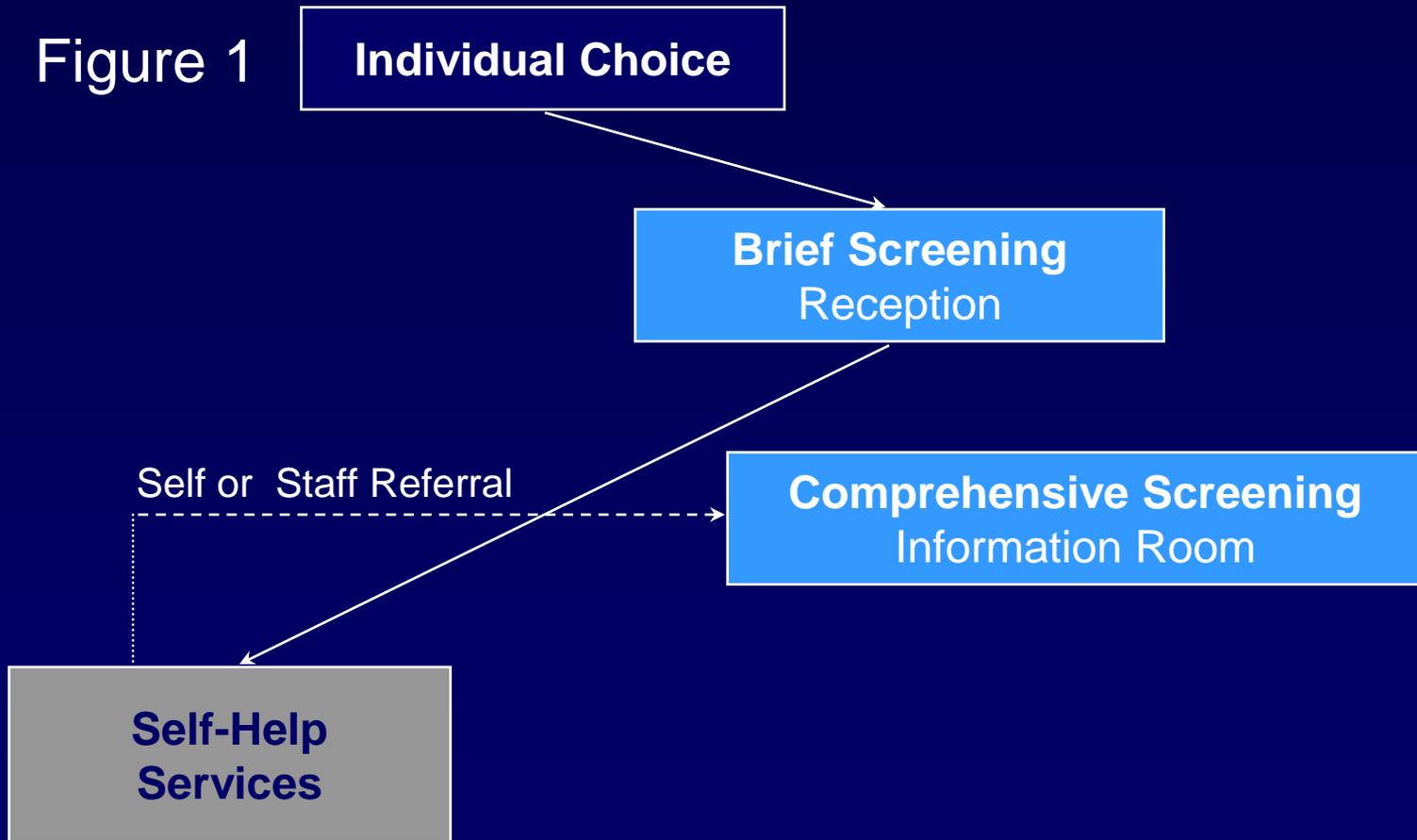
Screening & Selecting Options

Figure 1



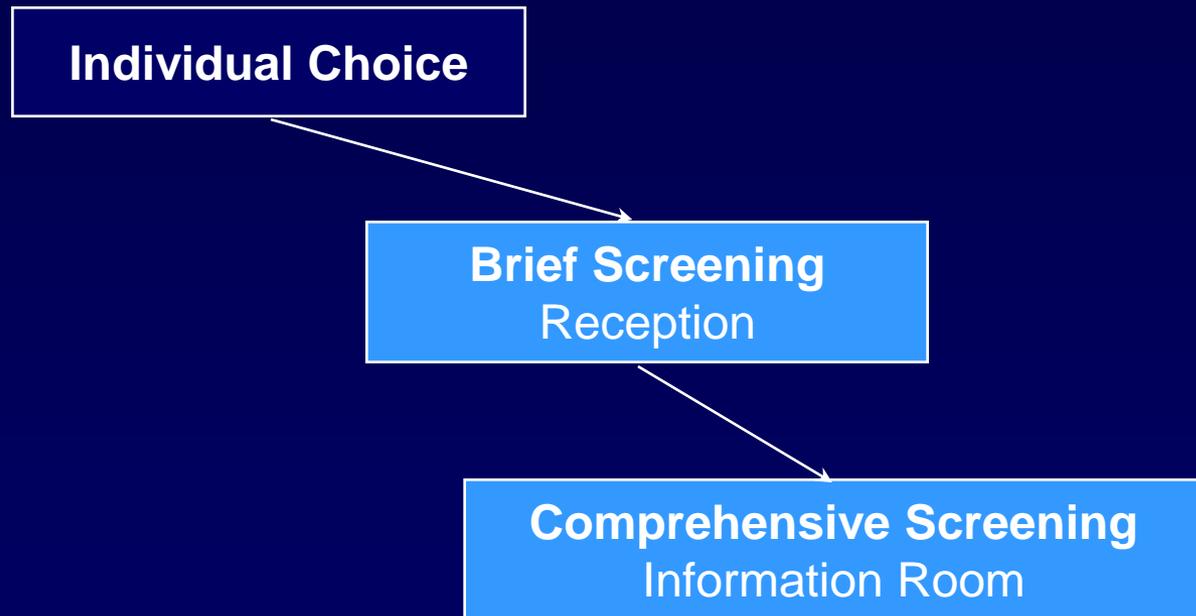
Screening & Selecting Options

Figure 1



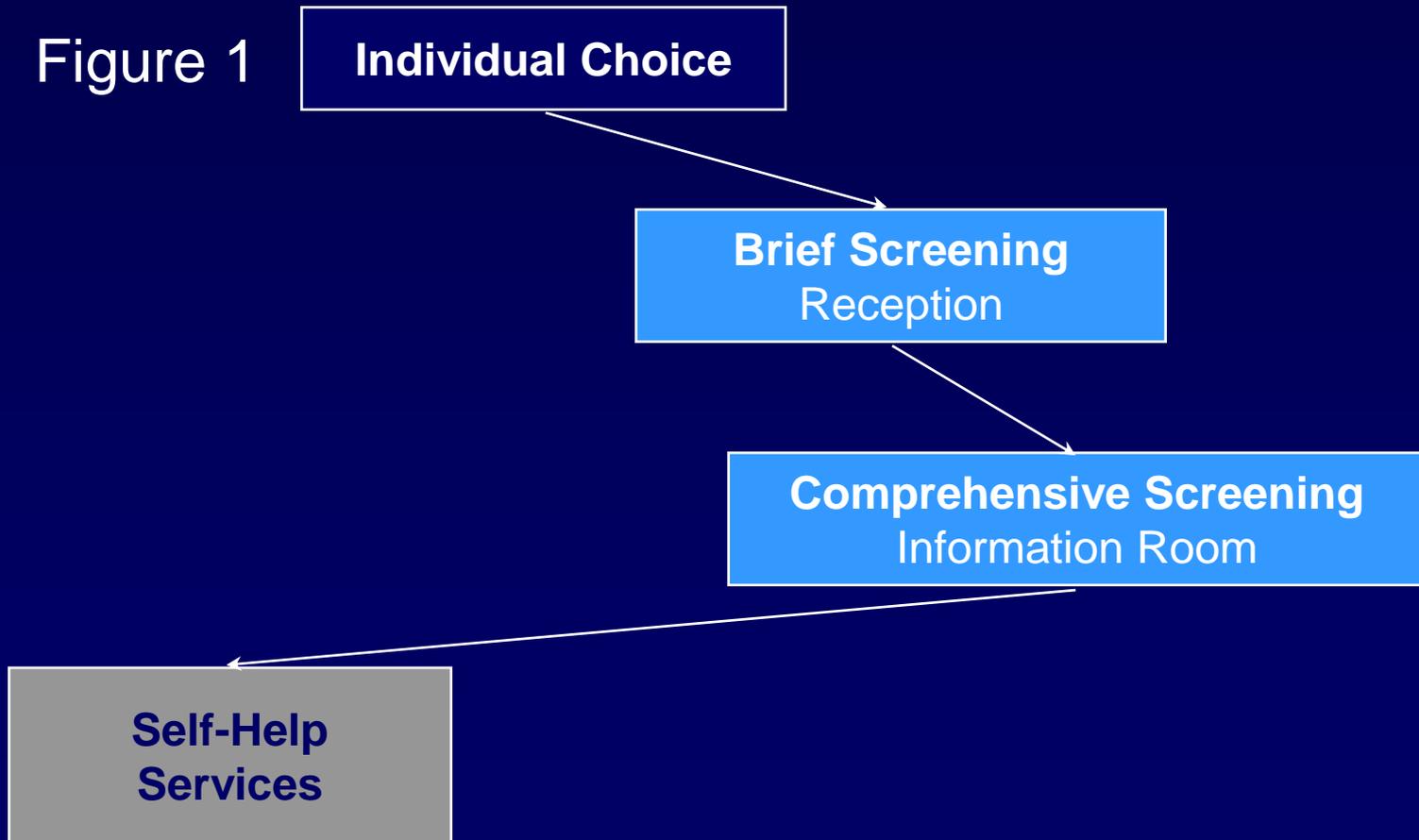
Screening & Selecting Options

Figure 1



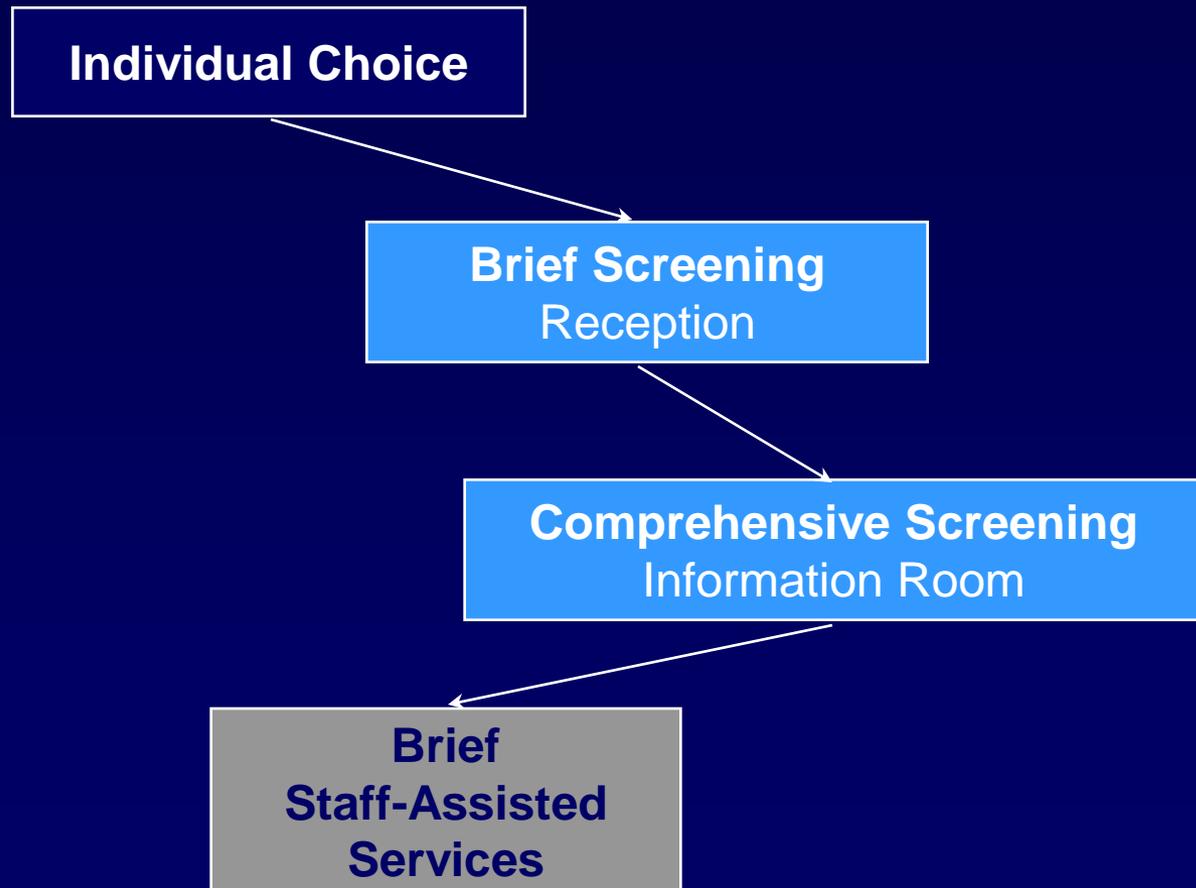
Screening & Selecting Options

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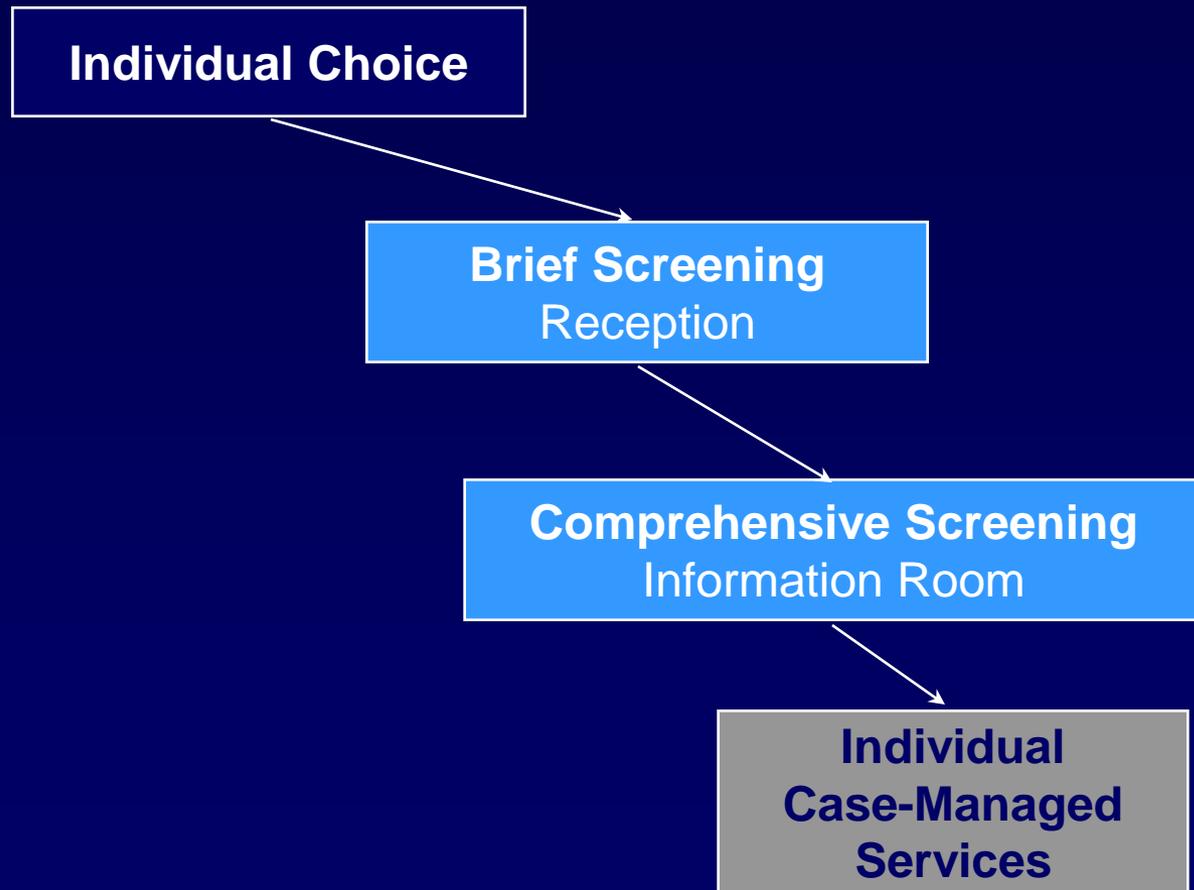
Screening & Selecting Options

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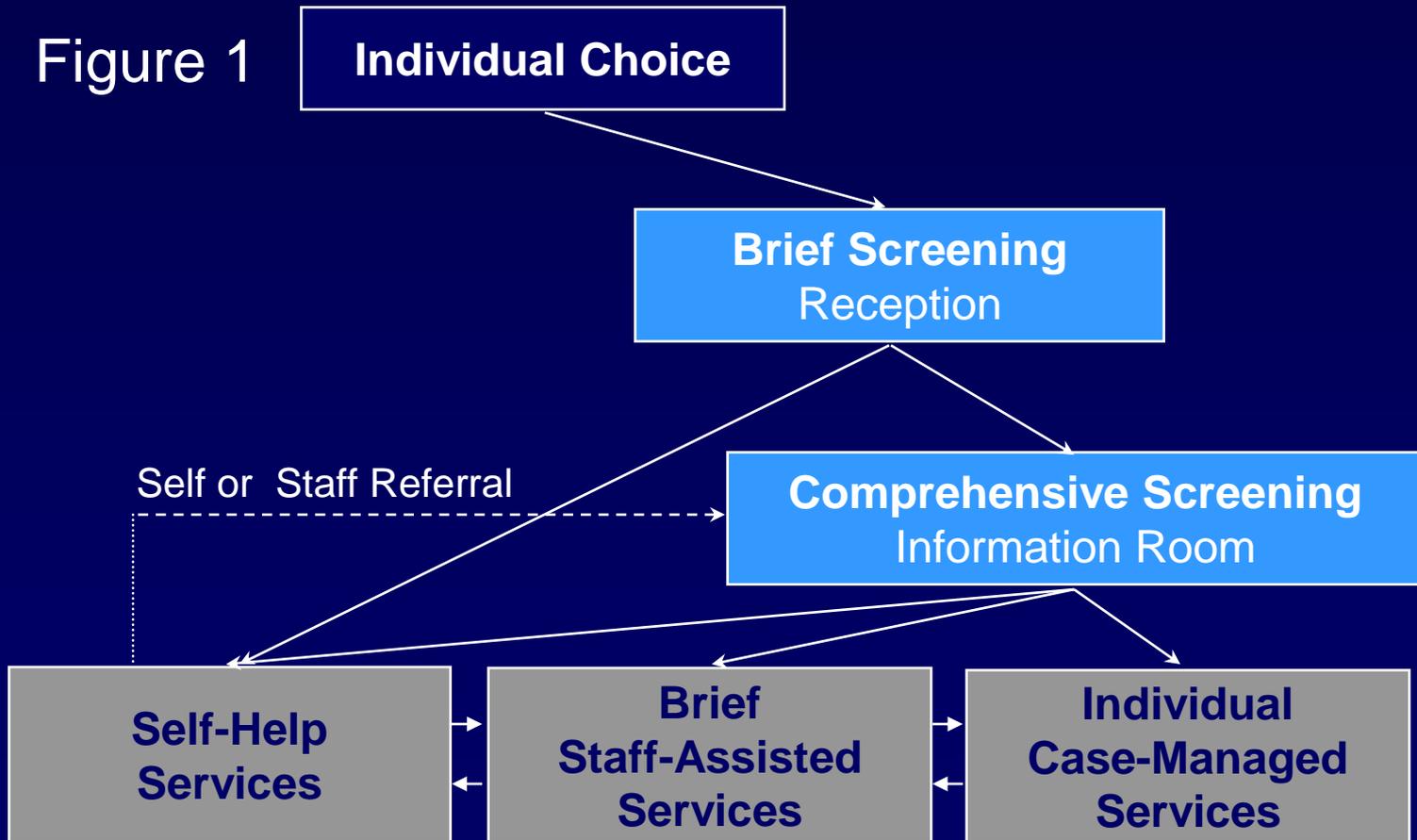
Screening & Selecting Options

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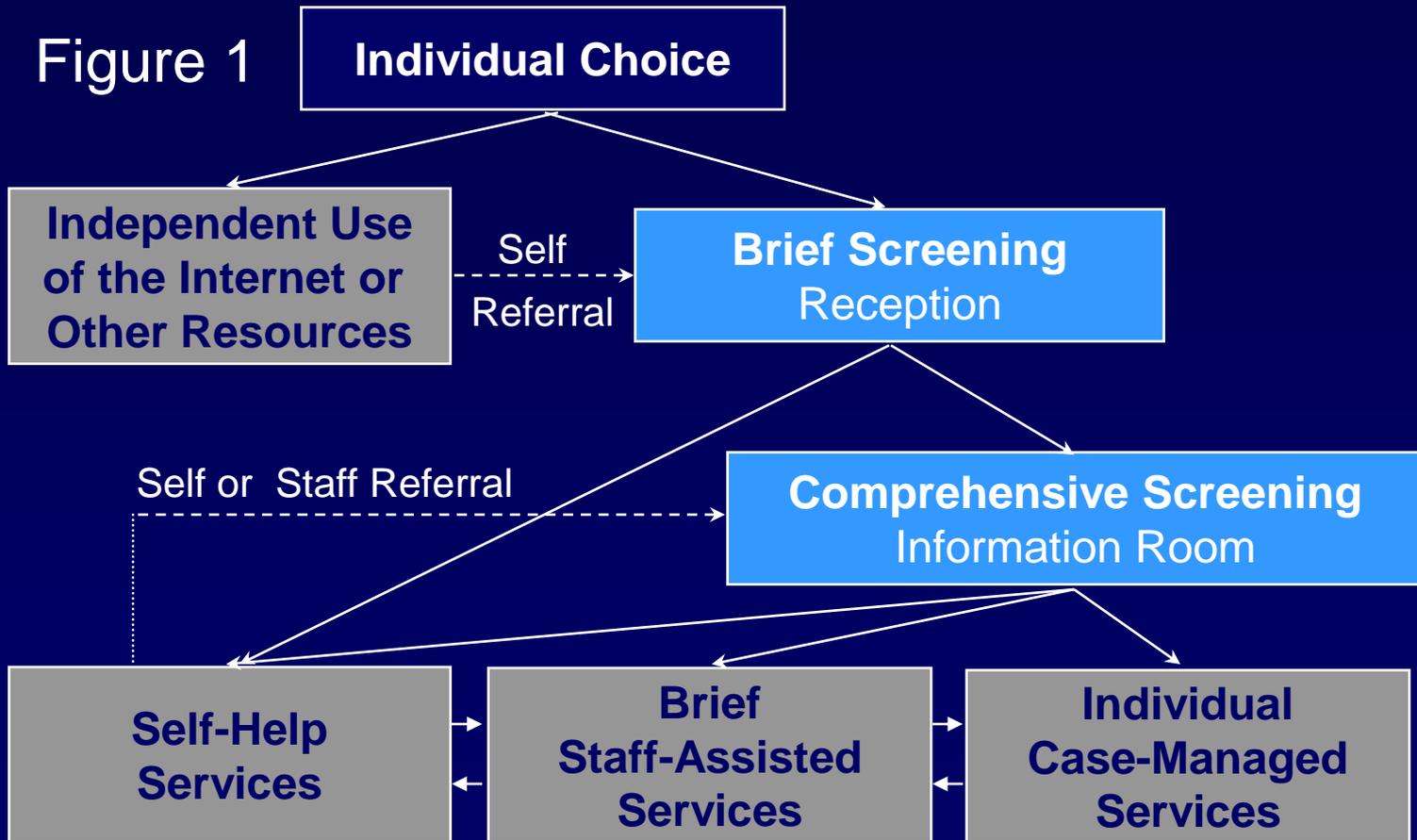


Screening & Selecting Options

Figure 1



Screening & Selecting Options



Match Support to Needs

- Screening results in a collaborative decision about the level of service that is appropriate for the readiness of the adult
- Decision-Making Readiness screening measure soon to be available
- Levels of service delivery include:
 - Self-help services (**high** readiness)
 - Brief staff-assisted services (**moderate** readiness)
 - Individual case-managed services (**low** readiness)

Screen Adults

- Adults vary in readiness for career choice
- Problem of overserving or underserving adults when staff time is a scarce resource
- Screening helps staff and adults make informed decisions about the optimum level of service to meet adult needs

Self-Help Services

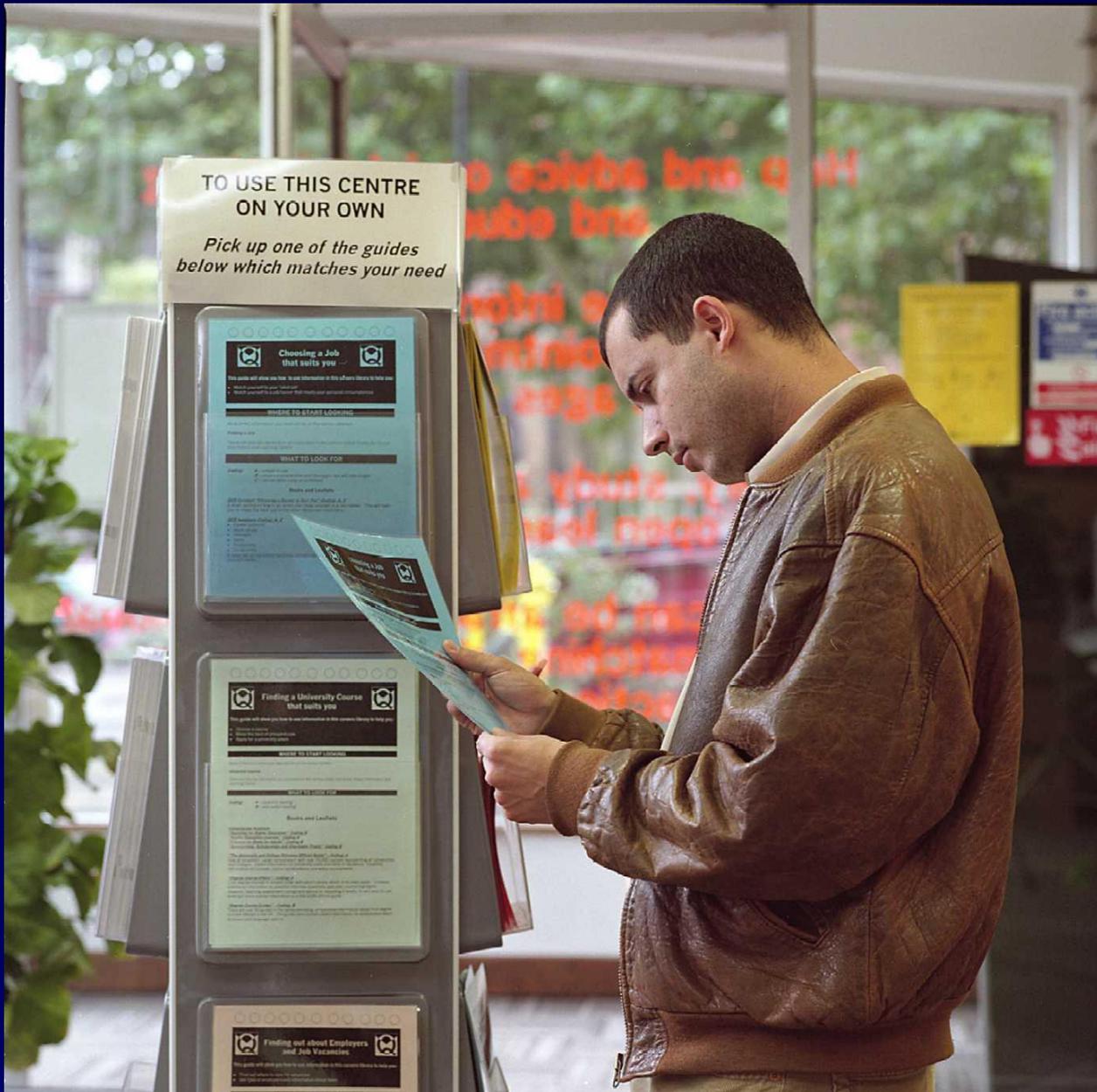
- High decision making readiness
- Little or no assistance needed
- Guided by the user
- Served in an information room or remote setting
- Selection and sequencing by resource guides



Brief Screening



Library Index - Self-Help Services



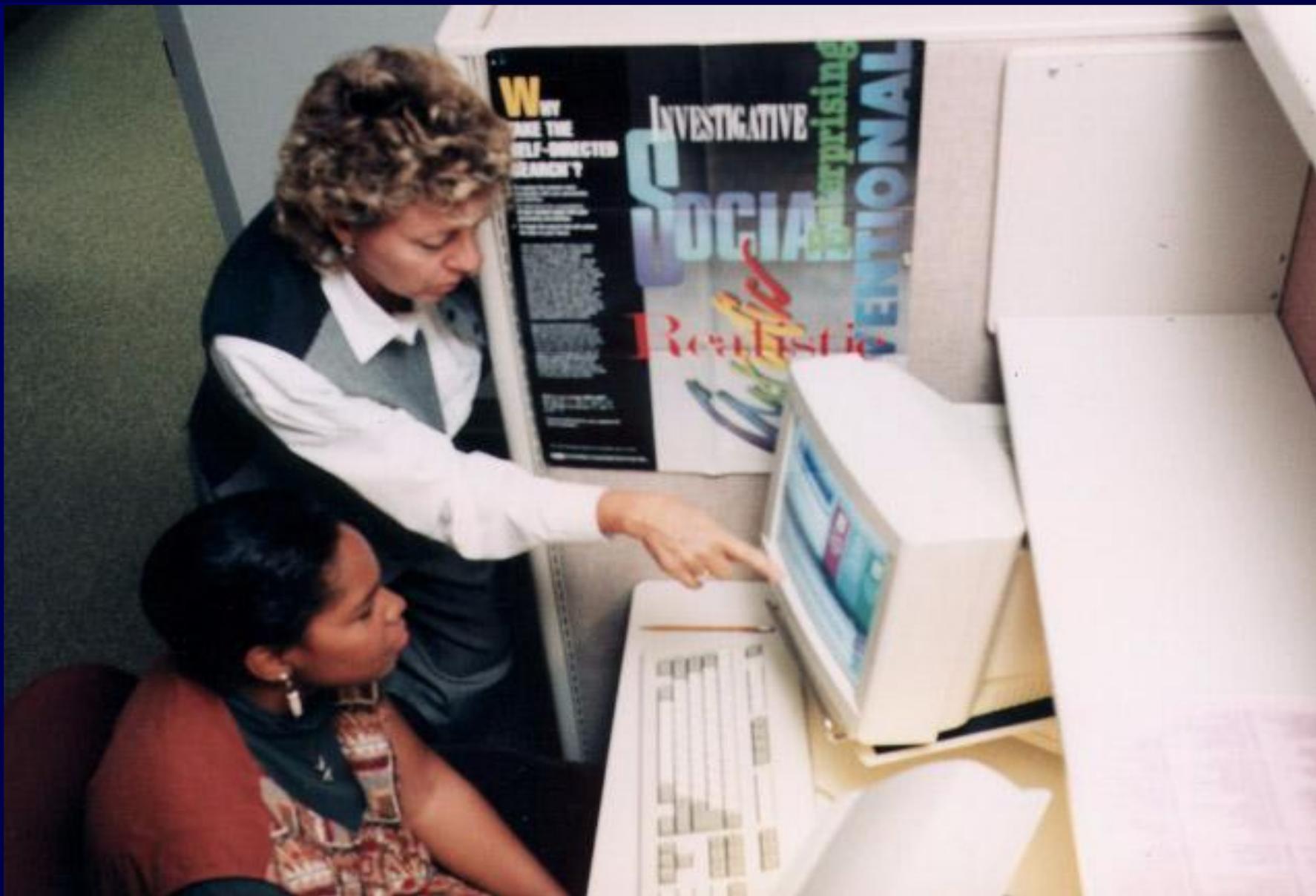
Resource Guides - Self-Help Services



Use of Print Information - Self-Help Services



Use of Multimedia Information - Self-Help Services



Use of Computer Technology - Self-Help Services
Staff Assistance Provided as Needed



Safety Net (Floor Walker) - Self-Help Services

Brief Staff-Assisted Services

- Moderate decision making readiness
- Minimal assistance needed
- Guided by a practitioner
- Served in an information room or group setting
- Selection and sequencing by ILP



Brief Screening



Comprehensive Screening



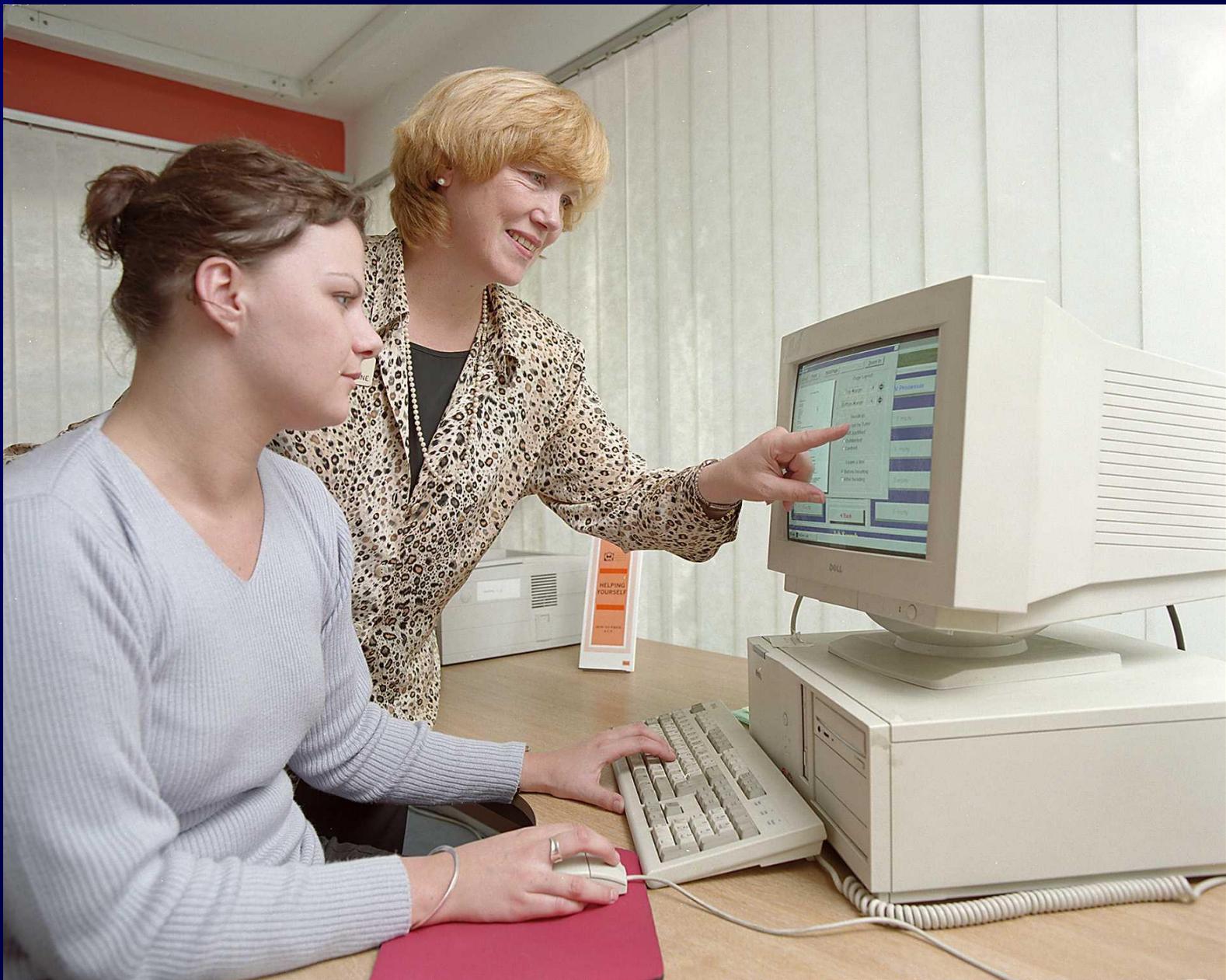
Selecting Resource Guides - Assisted Services



Using Resource Guides from ILP – Assisted Services



Use of Print Information from ILP - Assisted Services



Use of Computer Technology from ILP - Assisted Services



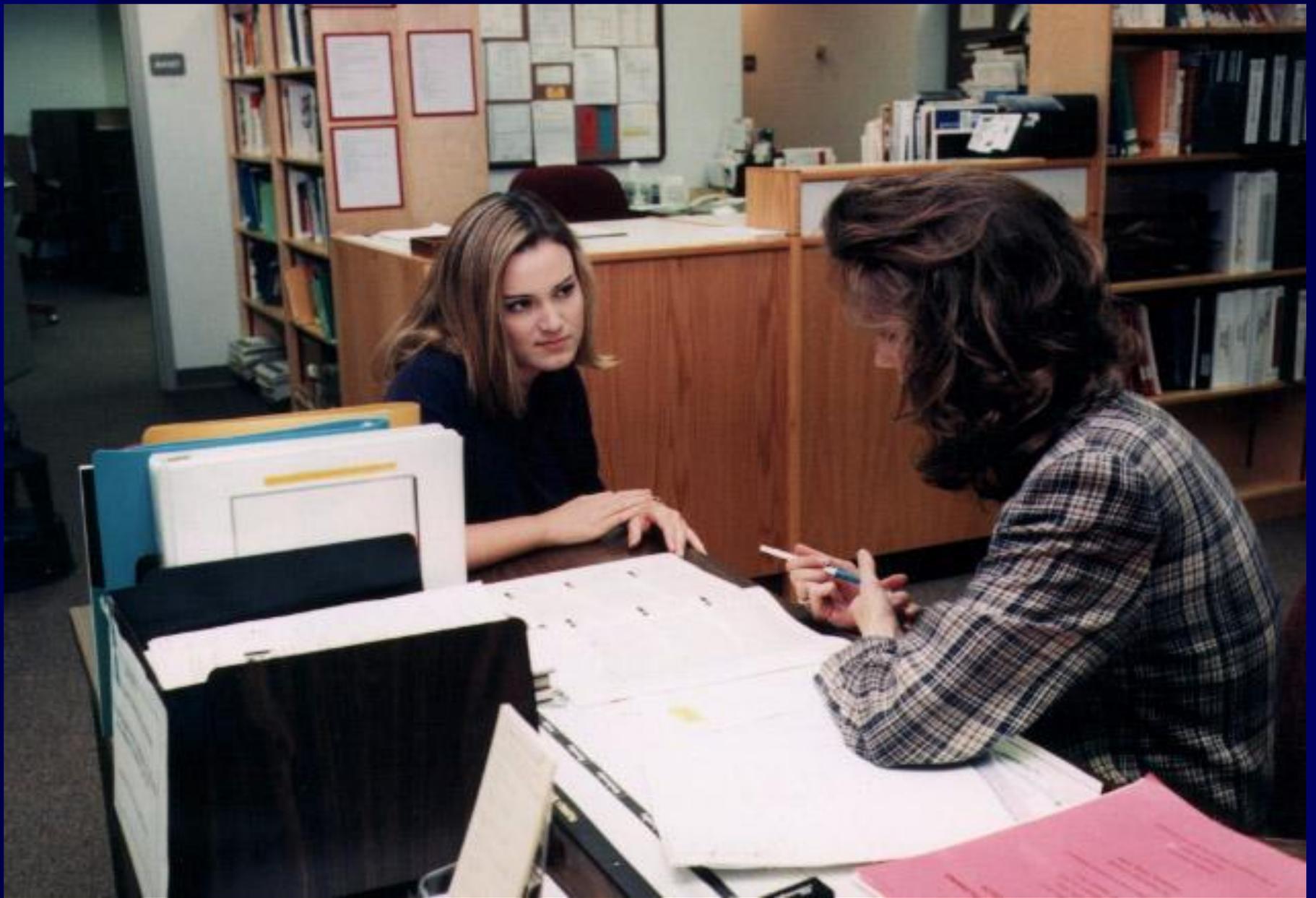
Safety Net (Floor Walker) – Assisted Services

Individual Case-Managed Services

- Low decision making readiness
- Substantial assistance needed
- Guided by a practitioner
- Served in an individual office or group setting
- Selection and sequencing by ILP



Brief Screening



Comprehensive Screening



Individual Counseling – In-Depth Support Services



Individual Counseling – In-Depth Support Services



Individual Counseling – In-Depth Support Services
Supported Use of Resources in the Information Room

Cost-Effective Services

The goal of this model is to avoid **overserving** or **underserving** young people by using screening to match needs with services

For Additional Information

www.career.fsu.edu/techcenter/

Thank You